FY03 Army Civilian Attitude Survey
Fort Jackson NAF
Results for Civilian Employees

Civilian Employees − FY03
Fort Jackson NAF

Table of Contents

About This Report....1

Ten Most Favorable/Unfavorable Items 8

Composite Summary 12

Item Detail 18

Supplemental Item Detail 44

About This Report

About This Employee Report

Survey Background – One of the main goals of Army is to be judged the employer of choice by its civilian employees. For over 25 years, Army has periodically surveyed the morale of its workforce. In 2003 Army implemented a web-based version of the Army Civilian Attitude Survey. Over 33,000 employees and close to 7,000 supervisors "logged on" and completed the survey. The Internet survey method allowed Army to conduct a census of its entire US-citizen, appropriated and non-appropriated fund, civilian workforce. What follows are the results from this survey.

Employee Survey Content – The Army Civilian Attitude Survey for Employees is composed of a series of core and supplemental items.

Composites – The survey includes a number of scaled items that were grouped in 18 composites. Each composite is made up of multiple items. In the table below are the composite labels, the items (in parentheses) and a brief composite description.

Composite Label	Composite Description
Satisfaction with "Civilian Personnel" Service (q2-q13)	Employees' overall satisfaction with the level of service received from personnel.
Satisfaction with Job (q14-q18)	Employees' satisfaction with their current job.
Satisfaction with Career (q19-q21)	The extent to which employees recommend their career to others.
Satisfaction with First Line Supervisor (q22-q29)	Employees' relationship with their first line supervisor (interaction, competence, support for employee, etc.).
Satisfaction with Management (q30-q34)	Employees' satisfaction with upper-level management (second line supervisor and above).
Satisfaction with Job Placement/Promotion System (q35-q38)	Perceptions of promotion processes (e.g., fairness) and outcomes (e.g., quality of candidates).
Satisfaction with Awards and Recognition (q39-q42)	Extent to which employees feel they are personally recognized and that others are fairly awarded.
Satisfaction with Discipline/Grievances/ EEO Procedures (q43-q46)	Employees' perceptions of how they and others are treated with regard to grievance and disciplinary procedures.
Satisfaction with Work Group (q47-q49)	Employees' assessment of work group on cooperation, effectiveness, and efficiency.
Satisfaction with Training and Development (q50-q52)	Satisfaction with the amount of training employees have received and the level of support they receive for additional training.
Satisfaction with Fairness (q53-q58)	Employees' perceptions that others are treated fairly, regardless of gender or race, and that they can report instances of discrimination without fear of retribution.
Satisfaction with Physical Conditions (q59-q61)	Employees' satisfaction with safety and physical working conditions.
Civilian Workplace Morale (q14-q38)	Composite of satisfaction with job, career, first line supervisor, management (second line supervisor and above), and job placement/promotion system.

Composite Label	Composite Description
Your Organization (q62-q74)	Employees' assessment of the work environment (e.g., good working relationships, support, communication, empowerment, productivity, resources, etc.).
Performance Culture (q75-q77)	Extent to which employees feel that the culture supports high performance.
Strategic Planning (q78-q80)	Employees' perceptions of communication and effectiveness of planning in their organization.
Customer Satisfaction (q81-q83)	Employees' assessment of customer interactions and their satisfaction with products and services of work group.
Diversity (q84-q85)	Extent to which all civilian employees are valued and work together, regardless of differences (e.g., gender, race, religion).

Supplemental Items – In addition to the core items and their composites, the civilian attitude survey included a series of *supplemental* items that dealt with specific issues:

- Harassment (q86-q88)
- Army Knowledge Online (AKO) (q89-q91)
- Army Civilian Personnel OnLine (CPOL) Applications (q92-q95)
- Family Friendly Flexibilities (q96-q102)
- Career/Retirement Plans (q103-q107)
- Feedback on Survey Results (q108-q109)

However, because these supplemental items included both nominal (e.g., yes/no) and scaled (5=Strongly Agree, 4=Agree….) response options, composite scores were not computed.

Results for all items (core and supplemental) can be seen in the item detail section of the report – immediately following the composite summary pages.

Response Rates - Participants were asked to complete their surveys and return them electronically to Army, which then forwarded the data to an independent research and consulting firm for processing. Of the approximately 213,547 Army civilian appropriated fund employees and supervisors who were invited to complete the attitude survey, 39,950 returned surveys for a 19% response rate. The response rate for Total Army allows results to be generalized at a 95% confidence level to ±0.4 percentage points. This means that if 60% of the survey respondents are satisfied with a particular item, we can be very confident (95% sure) that between 59.6% and 60.4% of the civilian employee population hold the same view.

For Army civilian appropriated fund employees, the results are similar. Of the 187,078 employees who were invited to complete the survey, 33,034 responded for a response rate of 18%. This yields a margin for employees of ±0.5 percentage points. This means that the data presented in this report are generalizable to the population of Army civilian employees.

In the table on the next page, this same information is presented by MACOM, Region, Race, Pay Plan, Gender and NAF.

Civilian Employees − FY03
Fort Jackson NAF

MACOM (AF)*		Population**	Responses	Response Rate	Margin +/-
	Total Army***	187,078	33,034	17.66%	0.5
	AMC	46,287	6,724	14.53%	1.1
	FORSCOM	10,808	1,999	18.50%	2.0
	MEDCOM	26,364	3,609	13.69%	1.5
	TRADOC	15,626	3,596	23.01%	1.4
	USACE	32,596	8,451	25.93%	0.9
	USAREUR	7,052	791	11.22%	3.3
	OTHER	48,341	7,863	16.27%	1.0
Region (AF)*		**Population****	**Responses**	**Response Rate**	**Margin +/-**
	Europe	11,017	1,456	13.22%	2.4
	Korea	1,598	209	13.08%	6.3
	North Central	31,626	4,400	13.91%	1.4
	Northeast	37,726	6,481	17.18%	1.1
	Pacific	6,320	821	12.99%	3.2
	South Central	35,746	6,822	19.08%	1.1
	Southwest	32,255	7,826	24.26%	1.0
	West	30,014	4,984	16.61%	1.3
		Population**	**Responses**	**Response Rate**	**Margin +/-**
Race (AF)*	Non-Minority	126,621	25,633	20.24%	0.5
	Minority	52,889	6,970	13.18%	1.1
Pay Plan (AF)*	GS	156,364	30,016	19.20%	0.5
	WG	30,533	3,011	9.86%	1.7
Gender (AF)*	Female	78,060	15,384	19.71%	0.7
	Male	109,010	17,650	16.19%	0.7
NAF		27,079	1,265	4.67%	2.7

*AF: response rates for MACOM, Region, Race, Pay Plan and Gender refer to Appropriated Fund (AF) employees only. Non-Appropriated Fund (NAF) response is represented in the last row.

**Population figures as of August, 2003. These population figures do not account for employee losses to Army during the survey administration period and therefore should be considered conservative.

***Populations and responses in each table may not necessarily sum to the Total Army population and Total Army responses because of missing and skipped items.

Installation response rates and margins of error can also be obtained from the Army Point of Contact, Mr. Murray Mack at (703) 325-8684 (DSN 225-8684) or email murray.mack@asamra.hoffman.army.mil.

Item Scoring – To accurately interpret data, it is necessary to understand how items are scored. The multiple-choice (scaled) items asked employees to respond on a scale of 1-5 with 5 being most favorable (Strongly Agree; Very Good) and 1 being least favorable (Strongly Disagree; Very Poor). For these types of items, the five response categories were collapsed into three, as shown below. The percentage of responses in each category (Favorable, Neutral, Unfavorable) are then presented in 3-part bars.

Favorable		**Neutral**	**Unfavorable**	
5	4	3	2	1
Strongly Agree Very Good	Agree Good	Neither Agree Nor Disagree Neither Good Nor Poor	Disagree Poor	Strongly Disagree Very Poor

Organization of the Report – Results for each group and sub-group in this report are compared to Army Overall.

Results are presented in the following sections:

- **Results Summary:** This section contains overall summary information which includes:
  - ✓ Ten most favorable/ten most unfavorable items: This section displays in rank-order the ten most favorable items and ten most unfavorable items for Total Army and for each subgroup comparison.
  - ✓ Composite summaries: A quick overview of the Composite results for Total Army and for each subgroup comparison. Composites are presented in the same order as they appeared in the survey. Three-part bar graphs display average percentages of favorable, neutral, and unfavorable responses to the composites. The last column indicates the number of individuals in each group [Total Army and for each subgroup comparison] who responded to the items in the composite.
  - ✓ Historical comparisons to the 2001 survey composites are displayed where possible in the column labeled “Pct Fav Diff from 2001”. If there is not a match between a 2003 and 2001 composite, this column displays a dash (--).

- **Item Detail:** This section provides a detailed look at results for each question, including a composite summary at the beginning of each group of items.
  - ✓ For the scaled items (5=Strongly Agree, 4=Agree….), three-part bar graphs again display percentages of favorable, neutral, and unfavorable responses. In addition, the Category Percent column details the percentage of responses in each category, while the next columns display item means, standard deviations, and valid N’s (the number of responses to each item).
  - ✓ For the nominal items (e.g., yes/no), the percentage of individuals selecting each response option is displayed by a one-part bar, with the actual number who selected each option listed in the last column.
  - ✓ Historical comparisons to the 2001 survey questions are displayed where possible in the column labeled “Pct Fav Diff from 2001”. If there is not a match between a 2003 and 2001 item, this column is not present or displays a dash (--).

Interpreting the Results: Surveys are valuable when data are analyzed, results are communicated to employees, and information is acted upon in the spirit of continuous improvement. The purpose of this section is to provide some general guidelines on interpreting data. The guidelines below are consistent with well-established industry standards for employee opinion survey research.

Begin by getting an overview of the results by reviewing the 10 Most Favorable/10 Most Unfavorable Items. Then use the following steps to thoroughly interpret the survey results.

1. **Using the information in the Results Summary section, classify the Composites using the following criteria:**

   Strengths: At least 60% favorable response AND less than 20% unfavorable response. These are the issues that are working well for the majority of respondents, and should be maintained and reinforced.

   Opportunities for Improvement: 30% or higher unfavorable response OR at least 20% unfavorable and less than 50% favorable response. These are the issues where action is indicated, either because the negative perceptions are large (over one-third of the group) or are large enough to overbalance a relatively small positive group.

   Mixed: Mixed Items are items for which additional examination/clarification is needed to determine the best actions to take. A classic Mixed Item is one that doesn't fall neatly into either the Strength or Opportunities for Improvement category, e.g., 57% favorable/ 20% neutral/ 23% unfavorable.

   Undecided**:** If the neutral category is 30% or more, the issue is *undecided*, which may be the result of respondents' unfamiliarity with the issue, concerns about confidentiality, inconsistency, or perceptions of the issue as "average." In certain cases, *undecided* items may also be **Opportunities for Improvement**.

   Divided: If the favorable and unfavorable percents are almost equal, or there is almost no neutral (e.g., 55% favorable/ 5% neutral/ 40% unfavorable), the issue is *divided,* which indicates that specific constituencies feel differently. This is less threatening in large groups, but in small groups may indicate that teamwork and morale are in danger. In many cases, *divided* items are also **Opportunities for Improvement**.

2. **Review the items within each Composite and classify them using the same criteria you used to classify the Composites.**

3. **Look for themes within Composites.** For each Composite, examine your classification of the items and determine whether all of the strengths or opportunities have anything in common.

4. **Look for trends across Composites.** Sometimes themes or patterns emerge that cross several survey Composites. Ask yourself:
   - ✓ Are certain things (for example, a frame of reference like "manager") consistently more favorable or unfavorable?
   - ✓ Do you see any contradictory responses (for example, are first-line supervisors rated differently than management)?
   - ✓ Are the most favorable (or unfavorable) items from a small number of Composites? If they are from a number of different Composites, is there a common underlying theme?

5. **Review supplemental items.** Could scores on any of the scaled supplemental items relate to other survey items or themes that you've already identified? Although many of the supplemental items deal with specific issues (for example, Harassment, OnLine Applications), problems in these areas could impact other areas such as **Satisfaction with Job** or **Satisfaction with Management**.

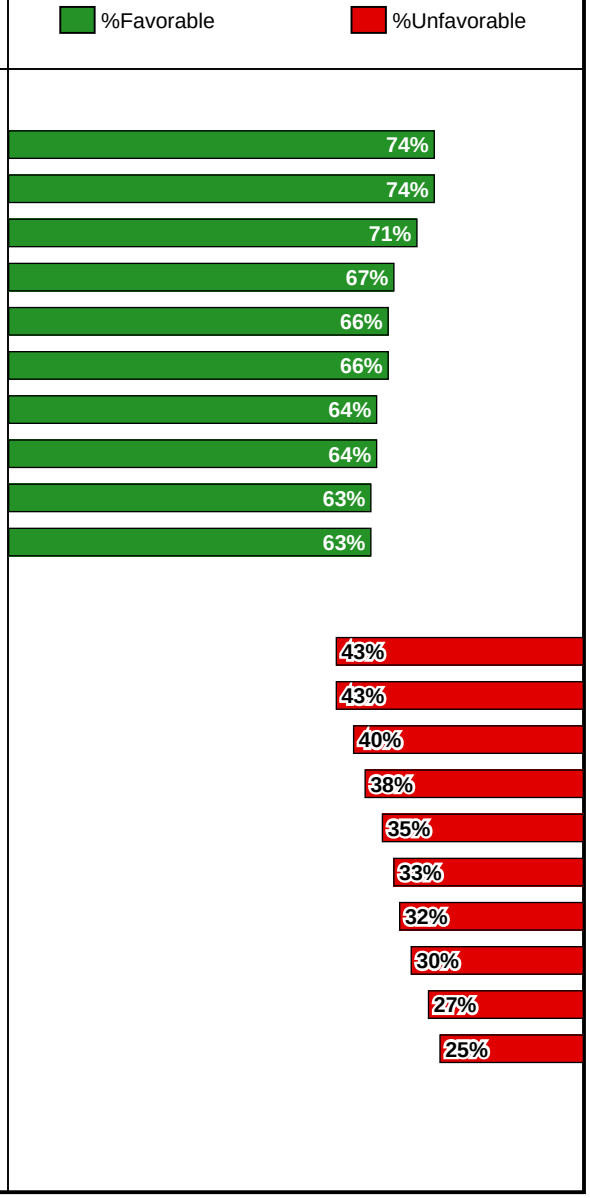
6. **Dealing with perceptions**. Keep in mind that survey results reflect perceptions, which differ from one person to another. You must deal with the perception, whether or not you agree with or understand its source. Do not expect to understand what everything means. You should get clarification on issues with high neutral responses, contradictory responses, and divided responses by discussing those issues with your immediate group of employees. Many internal and external events, including organizational changes, policy changes, the local economy, and recent news events may have contributed to the results. You should not use these events to rationalize your results, but consider them as potential areas of discussion.

7. **Additional Support**. For more information regarding these results and how you may better utilize the information, please phone Mr. Murray Mack at (703) 325-8684 (DSN 225-8684) or email murray.mack@asamra.hoffman.army.mil**.**

Ten Most Favorable/Unfavorable Items

Civilian Employees − FY03
Fort Jackson NAF

Total Army



Ten Most Favorable Items

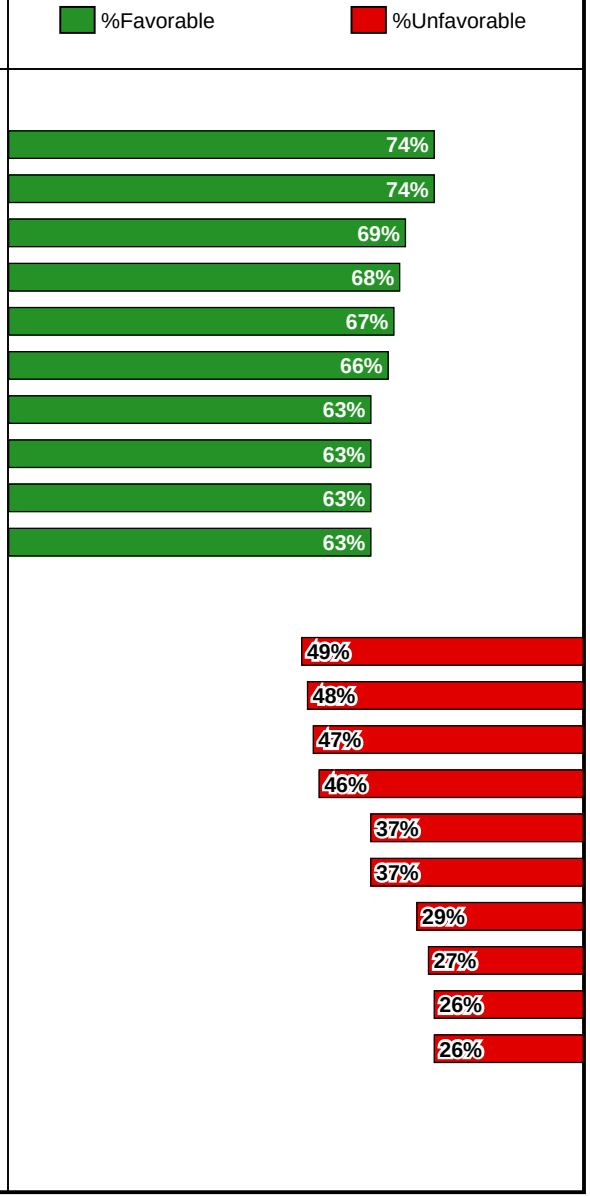
28. I feel free to go to my supervisor with questions or problems about my work.
27. My supervisor is competent in handling the technical parts of his/her job.
14. My job makes good use of my abilities.
18. All in all, I am satisfied with my job.
16. I find my work challenging.
19. I would recommend that others pursue a career as a civilian with the Federal Government.
25. My supervisor gives me the support and backing I need to do my job well.
23. My supervisor lets me know how well I am doing my work.
17. I am often bored with my job.⁕
26. My supervisor has a strong interest in the welfare of his/her employees.

Ten Most Unfavorable Items

38. I am satisfied with the processes used to fill vacancies at this installation/activity.
36. When promotions are made at this installation/activity, the best−qualified people are selected.
37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.
35. Employees at this installation/activity have an equal chance to compete for promotions.
33. Management rewards employees who show initiative and innovation.
29. My supervisor provides me with career counseling.
32. Management makes timely decisions.
34. Management keeps employees informed.
21. I would recommend that others pursue a career as a civilian with this organization.
15. I frequently think about quitting my job.⁕

⁕ Item is phrased in a negative manner.

Fort Jackson, SC



Ten Most Favorable Items

28. I feel free to go to my supervisor with questions or problems about my work.
27. My supervisor is competent in handling the technical parts of his/her job.
19. I would recommend that others pursue a career as a civilian with the Federal Government.
23. My supervisor lets me know how well I am doing my work.
14. My job makes good use of my abilities.
22. My supervisor clearly outlines the goals and priorities for my work.
18. All in all, I am satisfied with my job.
20. I would recommend that others pursue a career as a civilian with the Army.
26. My supervisor has a strong interest in the welfare of his/her employees.
24. My supervisor keeps me informed about matters affecting my job and me.

Ten Most Unfavorable Items

36. When promotions are made at this installation/activity, the best−qualified people are selected.
35. Employees at this installation/activity have an equal chance to compete for promotions.
37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.
38. I am satisfied with the processes used to fill vacancies at this installation/activity.
33. Management rewards employees who show initiative and innovation.
29. My supervisor provides me with career counseling.
34. Management keeps employees informed.
15. I frequently think about quitting my job.⁕
21. I would recommend that others pursue a career as a civilian with this organization.
32. Management makes timely decisions.

⁕ Item is phrased in a negative manner.

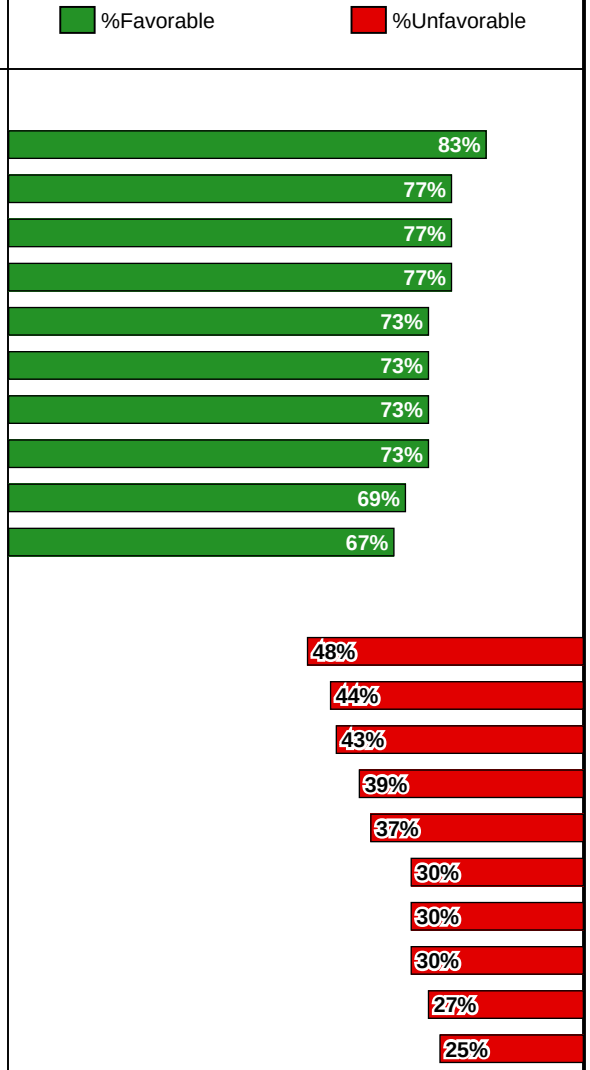
Fort Jackson NAF

Ten Most Favorable Items

27. My supervisor is competent in handling the technical parts of his/her job.
28. I feel free to go to my supervisor with questions or problems about my work.
24. My supervisor keeps me informed about matters affecting my job and me.
22. My supervisor clearly outlines the goals and priorities for my work.
14. My job makes good use of my abilities.
26. My supervisor has a strong interest in the welfare of his/her employees.
23. My supervisor lets me know how well I am doing my work.
25. My supervisor gives me the support and backing I need to do my job well.
19. I would recommend that others pursue a career as a civilian with the Federal Government.
20. I would recommend that others pursue a career as a civilian with the Army.

Ten Most Unfavorable Items

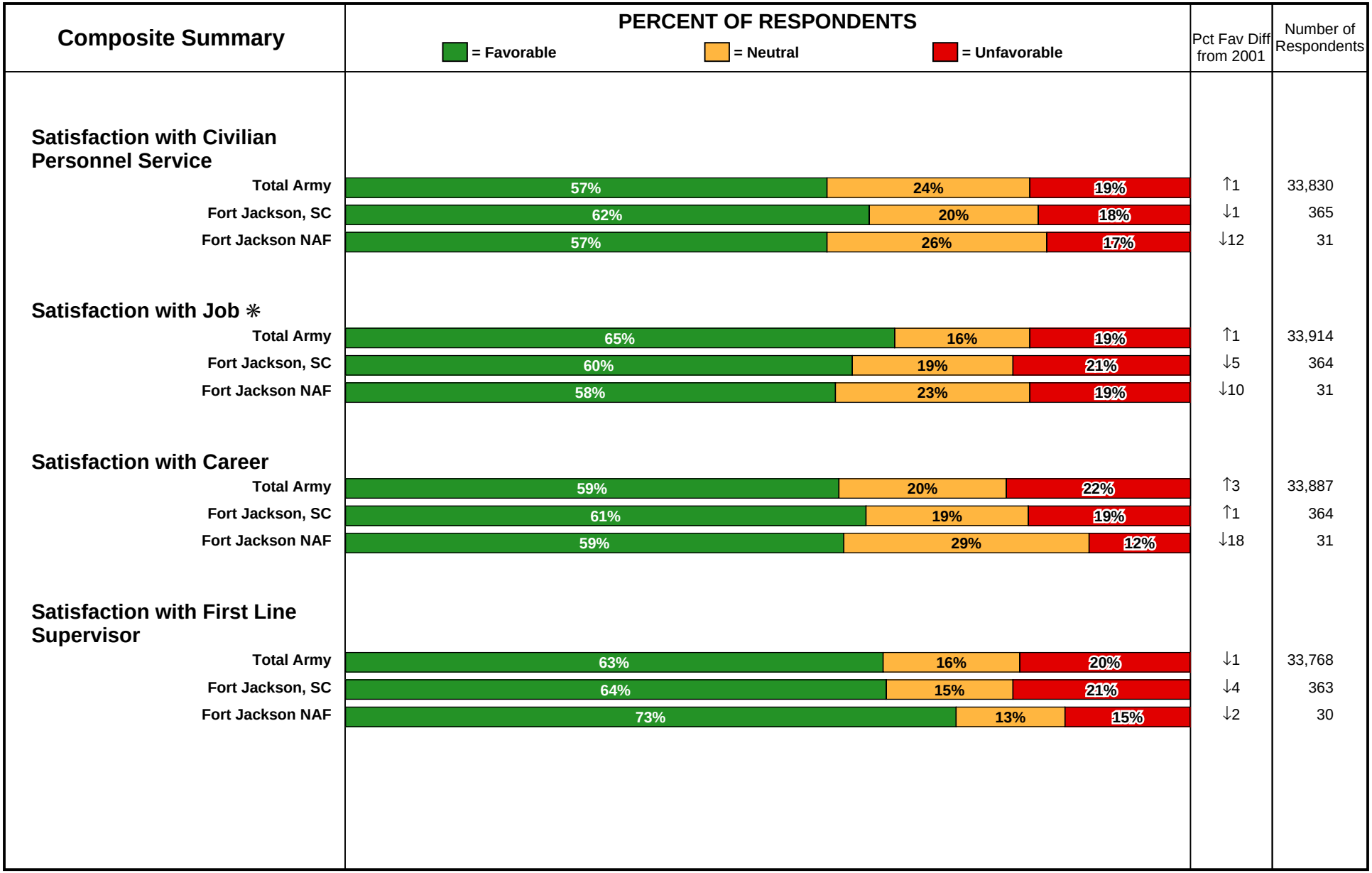
33. Management rewards employees who show initiative and innovation.
36. When promotions are made at this installation/activity, the best−qualified people are selected.
35. Employees at this installation/activity have an equal chance to compete for promotions.
38. I am satisfied with the processes used to fill vacancies at this installation/activity.
37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.
15. I frequently think about quitting my job.⁕
31. Management treats employees with respect and consideration.
34. Management keeps employees informed.
32. Management makes timely decisions.
29. My supervisor provides me with career counseling.



⁕ Item is phrased in a negative manner.

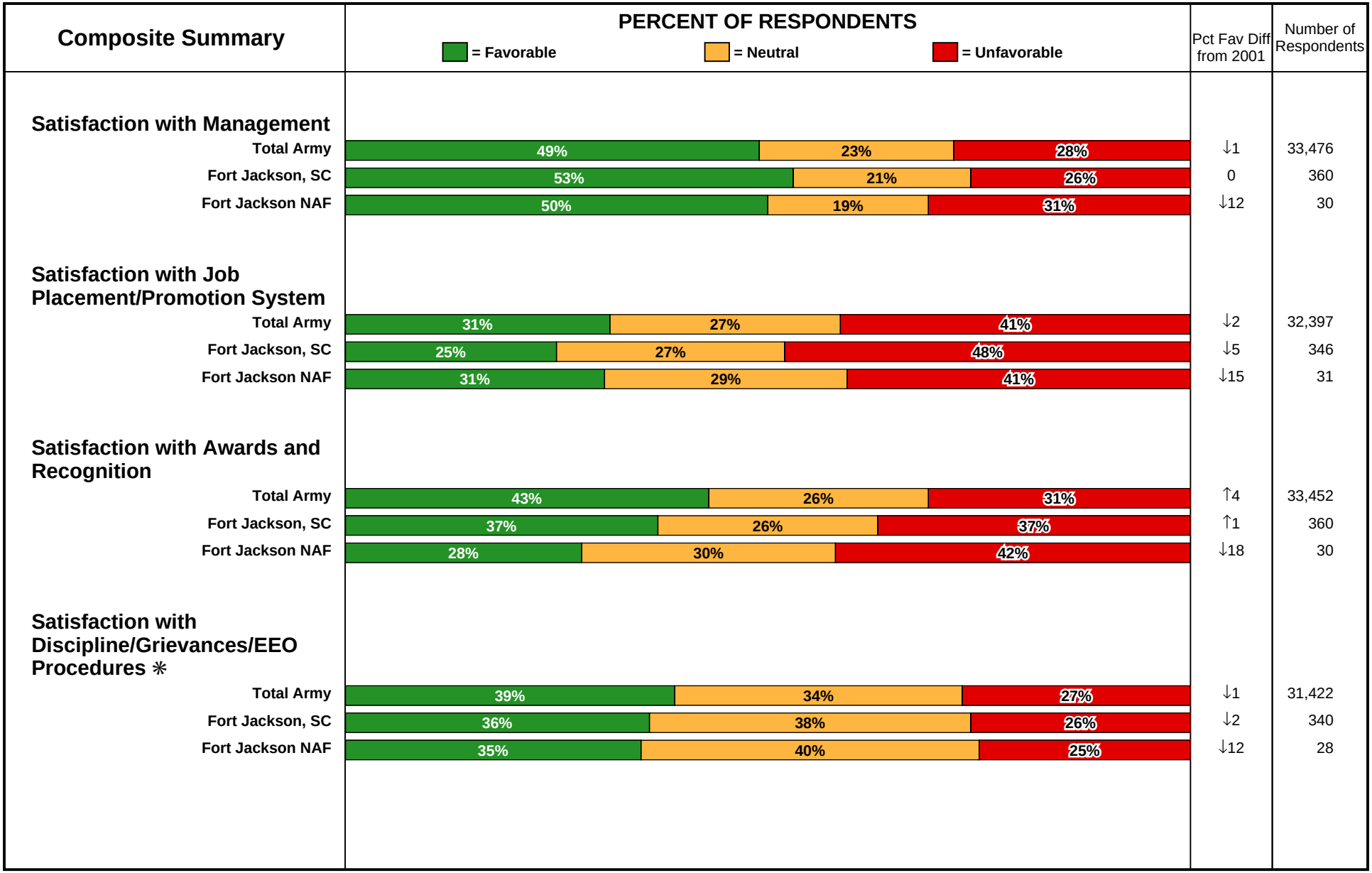
Composite Summary

Civilian Employees − FY03
Fort Jackson NAF



⁕ Composite includes reverse−scored items.

Civilian Employees − FY03
Fort Jackson NAF



⁕ Composite includes reverse−scored items.

Civilian Employees − FY03
Fort Jackson NAF

Composite Summary	PERCENT OF RESPONDENTS (= Favorable / = Neutral / = Unfavorable)	Pct Fav Diff from 2001	Number of Respondents
Satisfaction with Work Group			
Total Army	74% / 15% / 11%	↓2	33,457
Fort Jackson, SC	73% / 14% / 13%	↓4	360
Fort Jackson NAF	70% / 18% / 12%	↓13	30
Satisfaction with Training and Development			
Total Army	61% / 17% / 22%	↓1	33,465
Fort Jackson, SC	57% / 18% / 25%	0	361
Fort Jackson NAF	60% / 19% / 21%	↓8	30
Satisfaction with Fairness ⁕			
Total Army	47% / 33% / 20%	0	30,818
Fort Jackson, SC	47% / 36% / 17%	0	333
Fort Jackson NAF	52% / 32% / 15%	0	28
Satisfaction with Physical Conditions			
Total Army	64% / 17% / 18%	↓1	33,528
Fort Jackson, SC	66% / 14% / 20%	↑2	358
Fort Jackson NAF	59% / 21% / 21%	↓7	30
Civilian Workplace Morale ⁕			
Total Army	55% / 20% / 25%	0	33,982
Fort Jackson, SC	55% / 19% / 26%	↓3	365
Fort Jackson NAF	57% / 20% / 22%	↓10	31

⁕ Composite includes reverse−scored items.

Civilian Employees − FY03
Fort Jackson NAF

Composite Summary	PERCENT OF RESPONDENTS (= Favorable / = Neutral / = Unfavorable)	Pct Fav Diff from 2001	Number of Respondents
Your Organization ⁕			
Total Army	55% / 23% / 22%	--	33,558
Fort Jackson, SC	53% / 23% / 24%	--	358
Fort Jackson NAF	57% / 23% / 20%	--	30
Performance Culture			
Total Army	62% / 18% / 20%	--	33,378
Fort Jackson, SC	67% / 16% / 17%	--	357
Fort Jackson NAF	74% / 10% / 15%	--	30
Strategic Planning ⁕			
Total Army	59% / 21% / 20%	--	33,303
Fort Jackson, SC	63% / 17% / 20%	--	355
Fort Jackson NAF	58% / 26% / 16%	--	30
Customer Satisfaction			
Total Army	78% / 16% / 6%	--	32,983
Fort Jackson, SC	80% / 15% / 5%	--	348
Fort Jackson NAF	84% / 10% / 6%	--	30

⁕ Composite includes reverse−scored items.

Civilian Employees − FY03
Fort Jackson NAF

Composite Summary	PERCENT OF RESPONDENTS (= Favorable / = Neutral / = Unfavorable)	Pct Fav Diff from 2001	Number of Respondents
Diversity			
Total Army	68% / 20% / 12%	↑1	32,765
Fort Jackson, SC	68% / 19% / 13%	↑1	348
Fort Jackson NAF	73% / 15% / 12%	↓2	30

Item Detail

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
1. My immediate supervisor is (do not consider team leaders):			
Total Army			
Military	14%	↓1	3,466
Civilian	86%	↑1	20,654
Fort Jackson, SC			
Military	28%	↑2	75
Civilian	72%	↓2	194
Fort Jackson NAF			
Military	4%	↑3	1
Civilian	96%	↓3	25

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with Civilian Personnel Service										
Total Army	57% / 24% / 19%	14	43	24	13	6	↑1	3.46	0.88	33,830
Fort Jackson, SC	62% / 20% / 18%	15	47	20	11	7	↓1	3.54	0.90	365
Fort Jackson NAF	57% / 26% / 17%	14	43	26	9	7	↓12	3.50	0.89	31
2. The personnel office treats people courteously.										
Total Army	71% / 19% / 10%	18	53	19	7	3	0	3.77	0.93	32,096
Fort Jackson, SC	75% / 15% / 10%	19	55	15	7	3	↓1	3.80	0.94	356
Fort Jackson NAF	68% / 19% / 13%	16	52	19	6	6	↓9	3.65	1.05	31
3. The personnel office keeps people informed (through automated or manual means) about important changes in personnel rules and benefits.										
Total Army	63% / 18% / 19%	14	49	18	14	6	↑1	3.52	1.07	33,205
Fort Jackson, SC	67% / 16% / 16%	17	51	16	10	6	↓5	3.61	1.07	361
Fort Jackson NAF	65% / 19% / 16%	13	52	19	10	6	↑1	3.55	1.06	31

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
4. If my supervisor can't help me with an employment matter, I can get information or help from the personnel office.										
Total Army	61% / 21% / 18%	14	47	21	13	6	↑1	3.51	1.06	32,099
Fort Jackson, SC	66% / 16% / 18%	15	51	16	12	6	↓3	3.57	1.06	359
Fort Jackson NAF	65% / 26% / 10%	13	52	26	6	3	↓11	3.65	0.91	31
5. I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need.										
Total Army	51% / 21% / 28%	13	38	21	20	8	↑1	3.27	1.16	32,375
Fort Jackson, SC	60% / 19% / 21%	15	45	19	15	6	↓1	3.48	1.11	357
Fort Jackson NAF	59% / 24% / 17%	17	41	24	10	7	↓14	3.52	1.12	29
6. The staff of the personnel office acts with integrity.										
Total Army	62% / 27% / 11%	16	45	27	7	4	↑2	3.63	0.97	31,007
Fort Jackson, SC	67% / 22% / 12%	17	50	22	7	5	↓1	3.67	0.99	351
Fort Jackson NAF	63% / 23% / 13%	17	47	23	3	10	↓11	3.57	1.14	30

Civilian Employees − FY03
Fort Jackson NAF

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
7. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on processing personnel and pay actions (e.g., promotions, within−grade increases, tax withholding, benefits).										
Total Army	65% / 19% / 16%	19	46	19	11	6	↑1	3.62	1.08	31,293
Fort Jackson, SC	72% / 15% / 12%	21	51	15	7	5	↑1	3.76	1.03	336
Fort Jackson NAF	67% / 17% / 17%	17	50	17	7	10	↓5	3.57	1.17	30
8. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on discipline, complaints, and performance appraisal.										
Total Army	55% / 31% / 14%	13	42	31	9	5	0	3.48	1.00	26,362
Fort Jackson, SC	60% / 25% / 15%	14	47	25	8	7	↑1	3.52	1.05	301
Fort Jackson NAF	37% / 44% / 19%	15	22	44	11	7	↓22	3.26	1.10	27
9. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker's compensation.										
Total Army	48% / 28% / 24%	12	36	28	16	8	↑1	3.29	1.11	28,772
Fort Jackson, SC	52% / 28% / 20%	14	38	28	12	8	↓3	3.37	1.12	324
Fort Jackson NAF	54% / 32% / 14%	14	39	32	4	11	↓4	3.43	1.14	28

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
10. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on training.										
Total Army	48% / 30% / 22%	11	37	30	15	8	0	3.29	1.09	29,052
Fort Jackson, SC	50% / 27% / 22%	13	37	27	13	9	↓1	3.32	1.13	313
Fort Jackson NAF	46% / 39% / 14%	14	32	39	7	7	↓27	3.39	1.07	28
11. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on job and promotion information.										
Total Army	47% / 27% / 26%	11	36	27	17	9	↓1	3.23	1.14	30,510
Fort Jackson, SC	47% / 22% / 31%	10	37	22	19	13	↓1	3.13	1.20	326
Fort Jackson NAF	50% / 23% / 27%	7	43	23	20	7	↓9	3.23	1.07	30
12. Overall, the quality of service given by the personnel office is:										
Total Army	58% / 25% / 17%	13	45	25	12	5	↑2	3.48	1.03	31,973
Fort Jackson, SC	63% / 21% / 16%	14	49	21	10	6	↓1	3.54	1.05	340
Fort Jackson NAF	58% / 23% / 19%	13	45	23	13	6	↓12	3.45	1.09	31

Civilian Employees − FY03
Fort Jackson NAF

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
13. Overall, the timeliness of service given by the personnel office is:										
Total Army		12	42	26	13	7	↑2	3.39	1.07	31,644
Fort Jackson, SC		12	49	21	11	7	0	3.49	1.06	340
Fort Jackson NAF		17	31	31	14	7	↓20	3.38	1.15	29

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with Job⁕										
Total Army	65% / 16% / 19%	25	40	16	13	6	↑1	3.64	0.95	33,914
Fort Jackson, SC	60% / 19% / 21%	24	36	19	14	8	↓5	3.55	0.98	364
Fort Jackson NAF	58% / 23% / 19%	19	39	23	14	5	↓10	3.54	0.78	31
14. My job makes good use of my abilities.										
Total Army	71% / 10% / 19%	25	45	10	13	7	↓1	3.71	1.17	33,843
Fort Jackson, SC	67% / 12% / 21%	27	41	12	14	7	↓7	3.65	1.22	362
Fort Jackson NAF	73% / 13% / 13%	27	47	13	13	0	↓9	3.87	0.97	30
15. I frequently think about quitting my job.✶										
Total Army	57% / 18% / 25%	28	29	18	16	9	↑4	3.51	1.29	33,478
Fort Jackson, SC	53% / 20% / 27%	25	28	20	17	10	↓1	3.42	1.30	360
Fort Jackson NAF	43% / 27% / 30%	13	30	27	13	17	↓7	3.10	1.30	30
16. I find my work challenging.										
Total Army	66% / 18% / 17%	21	45	18	12	5	↓1	3.65	1.09	33,816
Fort Jackson, SC	56% / 21% / 22%	18	39	21	15	7	↓12	3.44	1.16	364
Fort Jackson NAF	52% / 35% / 13%	16	35	35	10	3	↓21	3.52	1.00	31

⁕ Composite includes reverse−scored items.
✶ Item is phrased in a negative manner.

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
17. I am often bored with my job.✶										
Total Army		27	36	19	13	5	↑4	3.66	1.15	33,660
Fort Jackson, SC		25	35	21	13	7	↑6	3.58	1.19	363
Fort Jackson NAF		19	39	23	16	3	↑5	3.55	1.09	31
18. All in all, I am satisfied with my job.										
Total Army		23	44	17	10	6	↓1	3.68	1.10	33,766
Fort Jackson, SC		25	38	20	10	6	↓11	3.65	1.15	362
Fort Jackson NAF		20	43	17	17	3	↓17	3.60	1.10	30

✶ Item is phrased in a negative manner.

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with Career										
Total Army	59% / 20% / 22%	20	39	20	12	9	↑3	3.48	1.11	33,887
Fort Jackson, SC	61% / 19% / 19%	24	37	19	11	8	↑1	3.58	1.10	364
Fort Jackson NAF	59% / 29% / 12%	13	46	29	12	0	↓18	3.63	0.78	31
19. I would recommend that others pursue a career as a civilian with the Federal Government.										
Total Army	66% / 17% / 17%	22	44	17	10	7	↑4	3.64	1.13	33,796
Fort Jackson, SC	69% / 16% / 15%	27	42	16	8	6	↑3	3.76	1.13	361
Fort Jackson NAF	69% / 24% / 7%	14	55	24	7	0	↓15	3.76	0.79	29
20. I would recommend that others pursue a career as a civilian with the Army.										
Total Army	59% / 20% / 21%	19	40	20	12	9	↑3	3.48	1.18	33,670
Fort Jackson, SC	63% / 19% / 18%	25	38	19	10	8	↑3	3.63	1.19	363
Fort Jackson NAF	67% / 27% / 7%	13	53	27	7	0	↓11	3.73	0.78	30
21. I would recommend that others pursue a career as a civilian with this organization.										
Total Army	52% / 21% / 27%	18	35	21	15	12	↑2	3.31	1.26	33,763
Fort Jackson, SC	52% / 22% / 26%	21	31	22	15	11	↓1	3.36	1.27	363
Fort Jackson NAF	42% / 35% / 23%	13	29	35	23	0	↓26	3.32	0.98	31

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with First Line Supervisor										
Total Army	63% / 16% / 20%	25	38	16	12	8	↓1	3.60	1.05	33,768
Fort Jackson, SC	64% / 15% / 21%	26	38	15	12	9	↓4	3.60	1.08	363
Fort Jackson NAF	73% / 13% / 15%	27	46	13	8	6	↓2	3.79	0.96	30
22. My supervisor clearly outlines the goals and priorities for my work.										
Total Army	61% / 16% / 23%	20	42	16	15	7	↓2	3.51	1.18	33,642
Fort Jackson, SC	66% / 15% / 19%	21	45	15	13	6	↓3	3.62	1.13	363
Fort Jackson NAF	77% / 13% / 10%	20	57	13	10	0	0	3.87	0.86	30
23. My supervisor lets me know how well I am doing my work.										
Total Army	64% / 15% / 20%	22	42	15	13	7	↓1	3.59	1.17	33,622
Fort Jackson, SC	68% / 12% / 20%	25	42	12	12	8	↓1	3.66	1.20	363
Fort Jackson NAF	73% / 7% / 20%	30	43	7	10	10	↓2	3.73	1.28	30
24. My supervisor keeps me informed about matters affecting my job and me.										
Total Army	62% / 16% / 22%	22	40	16	14	8	↓2	3.54	1.20	33,603
Fort Jackson, SC	63% / 14% / 23%	23	40	14	14	8	↓7	3.55	1.22	361
Fort Jackson NAF	77% / 17% / 7%	23	53	17	7	0	↓4	3.93	0.83	30

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
25. My supervisor gives me the support and backing I need to do my job well.										
Total Army	64% / 16% / 19%	26	38	16	11	8	↓1	3.63	1.21	33,625
Fort Jackson, SC	62% / 17% / 20%	27	35	17	12	8	↓8	3.61	1.23	361
Fort Jackson NAF	73% / 7% / 20%	33	40	7	17	3	↓2	3.83	1.18	30
26. My supervisor has a strong interest in the welfare of his/her employees.										
Total Army	63% / 18% / 19%	29	35	18	10	9	↓2	3.64	1.24	33,500
Fort Jackson, SC	63% / 17% / 20%	29	35	17	9	11	↓3	3.61	1.29	361
Fort Jackson NAF	73% / 17% / 10%	27	47	17	0	10	↓4	3.80	1.16	30
27. My supervisor is competent in handling the technical parts of his/her job.										
Total Army	74% / 13% / 13%	33	41	13	6	6	↓1	3.88	1.12	33,278
Fort Jackson, SC	74% / 12% / 14%	35	39	12	7	7	↓4	3.88	1.17	361
Fort Jackson NAF	83% / 7% / 10%	33	50	7	7	3	↑2	4.03	1.00	30
28. I feel free to go to my supervisor with questions or problems about my work.										
Total Army	74% / 10% / 15%	34	41	10	8	7	↓1	3.86	1.17	33,620
Fort Jackson, SC	74% / 8% / 18%	34	40	8	9	9	↓2	3.81	1.25	363
Fort Jackson NAF	77% / 7% / 17%	33	43	7	7	10	↓4	3.83	1.26	30

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
29. My supervisor provides me with career counseling.										
Total Army	43% / 24% / 33%	16	27	24	20	13	0	3.12	1.27	32,795
Fort Jackson, SC	41% / 22% / 37%	16	24	22	20	17	↓1	3.03	1.33	349
Fort Jackson NAF	46% / 29% / 25%	14	32	29	11	14	0	3.21	1.26	28

Civilian Employees − FY03
Fort Jackson NAF

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with Management										
Total Army	49% / 23% / 28%	13	36	23	17	12	↓1	3.23	1.08	33,476
Fort Jackson, SC	53% / 21% / 26%	15	37	21	14	12	0	3.30	1.10	360
Fort Jackson NAF	50% / 19% / 31%	19	32	19	21	9	↓12	3.29	1.10	30
30. Management is competent.										
Total Army	58% / 22% / 21%	15	43	22	12	8	0	3.44	1.14	33,182
Fort Jackson, SC	62% / 19% / 19%	15	46	19	12	7	↓3	3.51	1.11	356
Fort Jackson NAF	63% / 17% / 20%	17	47	17	20	0	↓10	3.60	1.00	30
31. Management treats employees with respect and consideration.										
Total Army	56% / 20% / 24%	16	40	20	14	10	0	3.38	1.20	33,296
Fort Jackson, SC	60% / 18% / 23%	17	43	18	13	9	0	3.45	1.19	359
Fort Jackson NAF	53% / 17% / 30%	27	27	17	20	10	↓11	3.40	1.35	30
32. Management makes timely decisions.										
Total Army	42% / 25% / 32%	11	31	25	20	12	↓1	3.10	1.20	32,920
Fort Jackson, SC	51% / 23% / 26%	14	38	23	15	11	↑2	3.29	1.20	354
Fort Jackson NAF	50% / 23% / 27%	17	33	23	20	7	↓11	3.33	1.18	30

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
33. Management rewards employees who show initiative and innovation.										
Total Army	41% / 24% / 35%	12	29	24	20	16	0	3.03	1.26	32,521
Fort Jackson, SC	41% / 23% / 37%	14	27	23	18	19	↑1	2.99	1.33	353
Fort Jackson NAF	38% / 14% / 48%	14	24	14	28	21	↓10	2.83	1.39	29
34. Management keeps employees informed.										
Total Army	47% / 23% / 30%	12	35	23	18	12	↓3	3.17	1.21	33,176
Fort Jackson, SC	49% / 22% / 29%	16	34	22	15	14	↓5	3.23	1.27	352
Fort Jackson NAF	47% / 23% / 30%	20	27	23	20	10	↓18	3.27	1.28	30

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with Job Placement/Promotion System										
Total Army	31% / 27% / 41%	6	25	27	23	18	↓2	2.80	1.11	32,397
Fort Jackson, SC	25% / 27% / 48%	6	19	27	25	22	↓5	2.65	1.12	346
Fort Jackson NAF	31% / 29% / 41%	9	21	29	17	24	↓15	2.82	1.17	31
35. Employees at this installation/activity have an equal chance to compete for promotions.										
Total Army	40% / 22% / 38%	8	32	22	21	16	↓1	2.94	1.23	31,556
Fort Jackson, SC	30% / 23% / 48%	8	21	23	27	21	↓10	2.69	1.25	328
Fort Jackson NAF	29% / 29% / 43%	11	18	29	25	18	↓22	2.79	1.26	28
36. When promotions are made at this installation/activity, the best−qualified people are selected.										
Total Army	26% / 31% / 43%	5	21	31	24	19	↓2	2.69	1.16	30,693
Fort Jackson, SC	22% / 29% / 49%	5	17	29	25	25	↓4	2.53	1.17	318
Fort Jackson NAF	20% / 36% / 44%	8	12	36	12	32	↓25	2.52	1.29	25
37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.										
Total Army	30% / 30% / 40%	6	24	30	23	18	↓1	2.78	1.17	31,014
Fort Jackson, SC	24% / 29% / 47%	5	19	29	25	22	↓5	2.59	1.17	321
Fort Jackson NAF	41% / 22% / 37%	11	30	22	15	22	↓7	2.93	1.36	27

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
38. I am satisfied with the processes used to fill vacancies at this installation/activity.										
Total Army	29% / 28% / 43%	6	24	28	23	20	↓1	2.72	1.19	31,566
Fort Jackson, SC	25% / 29% / 46%	6	18	29	24	22	↓2	2.63	1.19	336
Fort Jackson NAF	32% / 29% / 39%	7	25	29	14	25	↓7	2.75	1.29	28

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with Awards and Recognition										
Total Army	43% / 26% / 31%	10	32	26	19	12	↑4	3.11	1.06	33,452
Fort Jackson, SC	37% / 26% / 37%	11	27	26	21	16	↑1	2.96	1.13	360
Fort Jackson NAF	28% / 30% / 42%	9	19	30	23	20	↓18	2.82	1.15	30
39. When I do a good job, it is recognized.										
Total Army	53% / 22% / 26%	13	40	22	17	9	0	3.32	1.16	33,314
Fort Jackson, SC	47% / 21% / 32%	13	34	21	20	13	↓4	3.15	1.24	358
Fort Jackson NAF	37% / 27% / 37%	13	23	27	23	13	↓24	3.00	1.26	30
40. When awards are given in my workgroup, they go to the people who earned them.										
Total Army	43% / 28% / 29%	10	33	28	17	11	↑11	3.13	1.16	31,189
Fort Jackson, SC	40% / 27% / 33%	10	30	27	19	14	↑9	3.03	1.20	343
Fort Jackson NAF	30% / 33% / 37%	4	26	33	26	11	↓14	2.85	1.06	27
41. Employees at this installation/activity are treated fairly with regard to awards.										
Total Army	35% / 29% / 36%	8	27	29	22	14	↑4	2.93	1.17	30,959
Fort Jackson, SC	29% / 30% / 41%	9	20	30	22	19	↑2	2.78	1.22	335
Fort Jackson NAF	26% / 30% / 44%	11	15	30	19	26	↓18	2.67	1.33	27

Civilian Employees − FY03
Fort Jackson NAF

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
42. If I perform my job especially well, I will receive an award.										
Total Army	40% / 27% / 33%	10	30	27	19	14	0	3.03	1.20	31,712
Fort Jackson, SC	33% / 25% / 42%	11	22	25	23	19	↓1	2.83	1.28	342
Fort Jackson NAF	19% / 30% / 52%	7	11	30	22	30	↓15	2.44	1.25	27

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with Discipline/Grievances-/EEO Procedures✳										
Total Army	39% / 34% / 27%	8	31	34	17	9	↓1	3.17	0.91	31,422
Fort Jackson, SC	36% / 38% / 26%	10	26	38	15	10	↓2	3.15	0.94	340
Fort Jackson NAF	35% / 40% / 25%	7	28	40	16	8	↓12	3.15	0.95	28
43. If I filed a grievance, it would be held against me.✴										
Total Army	20% / 36% / 44%	4	16	36	29	15	↓1	2.66	1.05	25,438
Fort Jackson, SC	22% / 39% / 38%	5	18	39	23	15	↓2	2.74	1.06	274
Fort Jackson NAF	17% / 52% / 30%	4	13	52	26	4	↓14	2.87	0.87	23
44. Top management at this installation/activity actively supports the Equal Employment Opportunity Program.										
Total Army	60% / 29% / 11%	14	46	29	6	4	↓2	3.60	0.95	29,475
Fort Jackson, SC	57% / 32% / 10%	16	41	32	5	6	↓2	3.57	1.00	317
Fort Jackson NAF	52% / 37% / 11%	15	37	37	4	7	↓12	3.48	1.05	27
45. Employees at this installation/activity are treated fairly with regard to discipline.										
Total Army	39% / 33% / 29%	8	31	33	19	10	↓1	3.08	1.09	27,862
Fort Jackson, SC	33% / 38% / 29%	11	22	38	18	11	↓2	3.04	1.13	298
Fort Jackson NAF	40% / 28% / 32%	8	32	28	20	12	↓8	3.04	1.17	25

✳ Composite includes reverse−scored items.
✴ Item is phrased in a negative manner.

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
46. Employees at this installation/activity are treated fairly with regard to grievances and appeals.										
Total Army	33% / 42% / 25%	7	27	42	16	9	↓2	3.06	1.03	24,684
Fort Jackson, SC	29% / 44% / 27%	8	21	44	16	11	↓4	2.98	1.07	264
Fort Jackson NAF	27% / 45% / 27%	0	27	45	18	9	↓16	2.91	0.92	22

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with Work Group										
Total Army	74% / 15% / 11%	26	48	15	8	3	↓2	3.86	0.87	33,457
Fort Jackson, SC	73% / 14% / 13%	27	46	14	8	5	↓4	3.82	0.95	360
Fort Jackson NAF	70% / 18% / 12%	29	41	18	10	2	↓13	3.84	0.86	30
47. The people I work with do a good job.										
Total Army	82% / 11% / 6%	28	55	11	5	1	↓2	4.03	0.84	33,382
Fort Jackson, SC	81% / 11% / 9%	29	52	11	5	4	↓2	3.97	0.96	357
Fort Jackson NAF	77% / 10% / 13%	33	43	10	13	0	↓11	3.97	1.00	30
48. My work group is well run.										
Total Army	66% / 18% / 16%	23	43	18	11	4	↓3	3.69	1.08	33,160
Fort Jackson, SC	64% / 18% / 17%	23	41	18	12	5	↓8	3.66	1.11	357
Fort Jackson NAF	60% / 27% / 13%	27	33	27	13	0	↓19	3.73	1.01	30
49. People in my work group work well together.										
Total Army	74% / 14% / 12%	27	47	14	8	3	↓2	3.86	1.01	33,164
Fort Jackson, SC	74% / 13% / 12%	28	46	13	7	5	↓3	3.85	1.07	357
Fort Jackson NAF	73% / 17% / 10%	27	47	17	3	7	↓9	3.83	1.09	30

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with Training and Development										
Total Army	61% / 17% / 22%	18	43	17	14	9	↓1	3.47	1.05	33,465
Fort Jackson, SC	57% / 18% / 25%	17	40	18	15	11	0	3.38	1.09	361
Fort Jackson NAF	60% / 19% / 21%	15	45	19	15	6	↓8	3.52	0.95	30
50. My supervisor and I discuss my training and development needs at least once a year.										
Total Army	61% / 14% / 25%	18	43	14	15	9	↓1	3.45	1.22	32,723
Fort Jackson, SC	54% / 17% / 30%	16	38	17	18	11	↓1	3.29	1.26	351
Fort Jackson NAF	57% / 21% / 21%	11	46	21	18	4	↓4	3.43	1.03	28
51. I receive the training I need to perform my job properly (e.g., on−the−job training, classroom instruction, conferences, workshops).										
Total Army	59% / 18% / 23%	17	42	18	14	9	↓1	3.43	1.19	33,152
Fort Jackson, SC	58% / 17% / 25%	17	42	17	14	10	0	3.40	1.22	359
Fort Jackson NAF	59% / 14% / 28%	14	45	14	17	10	↓12	3.34	1.23	29
52. Management supports continued training and development.										
Total Army	62% / 19% / 19%	19	43	19	11	8	↓2	3.54	1.16	32,920
Fort Jackson, SC	59% / 19% / 22%	17	42	19	11	11	0	3.43	1.20	356
Fort Jackson NAF	64% / 21% / 14%	21	43	21	11	4	↓7	3.68	1.06	28

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with Fairness✳										
Total Army	47% / 33% / 20%	15	32	33	13	7	0	3.36	0.71	30,818
Fort Jackson, SC	47% / 36% / 17%	16	31	36	11	7	0	3.40	0.73	333
Fort Jackson NAF	52% / 32% / 15%	12	40	32	8	8	0	3.45	0.62	28
53. Managers/supervisors deal effectively with reports of prejudice and discrimination.										
Total Army	46% / 36% / 19%	11	35	36	11	7	↓2	3.31	1.05	24,422
Fort Jackson, SC	45% / 39% / 16%	11	34	39	7	9	↓2	3.30	1.07	275
Fort Jackson NAF	43% / 35% / 22%	0	43	35	4	17	↓17	3.04	1.11	23
54. If I complained of discrimination, it would be held against me.✴										
Total Army	33% / 36% / 30%	9	24	36	21	9	0	3.03	1.09	25,404
Fort Jackson, SC	34% / 39% / 28%	8	26	39	17	11	↑2	3.04	1.09	269
Fort Jackson NAF	41% / 23% / 36%	9	32	23	27	9	↑4	3.05	1.17	22
55. Non−minority employees often get preferential treatment over minority employees.✴										
Total Army	60% / 30% / 10%	23	37	30	7	4	0	3.70	1.01	28,220
Fort Jackson, SC	55% / 31% / 14%	25	30	31	10	4	↑3	3.62	1.09	305
Fort Jackson NAF	60% / 32% / 8%	12	48	32	8	0	↑12	3.64	0.81	25

✳ Composite includes reverse−scored items.
✴ Item is phrased in a negative manner.

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
56. Minority employees often get preferential treatment over non−minority employees.✳										
Total Army	40% / 32% / 27%	12	28	32	18	9	↓1	3.16	1.15	28,330
Fort Jackson, SC	47% / 32% / 21%	16	31	32	12	9	↑3	3.33	1.16	306
Fort Jackson NAF	48% / 32% / 20%	12	36	32	4	16	↓1	3.24	1.23	25
57. Male employees often get preferential treatment over female employees.✳										
Total Army	51% / 33% / 16%	17	34	33	11	5	0	3.47	1.05	28,883
Fort Jackson, SC	46% / 38% / 16%	16	29	38	11	5	↓5	3.40	1.05	300
Fort Jackson NAF	63% / 38%	21	42	38	0	0	↑7	3.83	0.76	24
58. Female employees often get preferential treatment over male employees.✳										
Total Army	49% / 34% / 17%	14	35	34	11	6	0	3.40	1.05	28,932
Fort Jackson, SC	52% / 38% / 10%	17	35	38	8	3	↓4	3.57	0.95	303
Fort Jackson NAF	57% / 35% / 9%	17	39	35	4	4	↓4	3.61	0.99	23

✳ Item is phrased in a negative manner.

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Satisfaction with Physical Conditions										
Total Army	64% / 17% / 18%	14	51	17	12	6	↓1	3.54	0.87	33,528
Fort Jackson, SC	66% / 14% / 20%	15	51	14	14	6	↑2	3.53	0.95	358
Fort Jackson NAF	59% / 21% / 21%	14	45	21	14	7	↓7	3.47	0.98	30
59. At this installation/activity, physical conditions (e.g., noise level, temperature, lighting, cleanliness) allow employees to perform their jobs well.										
Total Army	61% / 15% / 23%	12	49	15	16	7	↓1	3.43	1.11	33,380
Fort Jackson, SC	64% / 13% / 23%	12	52	13	17	6	↑3	3.46	1.09	356
Fort Jackson NAF	67% / 13% / 20%	13	53	13	13	7	↓1	3.53	1.11	30
60. Programs that encourage good health practices are supported here (e.g., fitness centers, health education programs).										
Total Army	62% / 19% / 19%	15	47	19	13	6	0	3.51	1.08	32,635
Fort Jackson, SC	62% / 15% / 23%	17	44	15	16	7	↓2	3.48	1.16	349
Fort Jackson NAF	43% / 27% / 30%	17	27	27	23	7	↓19	3.23	1.19	30
61. Employees are protected from health and safety hazards on the job.										
Total Army	70% / 18% / 13%	14	55	18	8	4	↑1	3.68	0.96	32,990
Fort Jackson, SC	71% / 14% / 15%	15	56	14	9	6	↑5	3.66	1.03	347
Fort Jackson NAF	67% / 22% / 11%	11	56	22	4	7	↓1	3.59	1.01	27

Supplemental Item Detail

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Mean	Std Dev	Valid N
Your Organization⁎									
Total Army	55% / 23% / 22%	12	43	23	15	7	3.37	0.72	33,558
Fort Jackson, SC	53% / 23% / 24%	12	41	23	15	9	3.33	0.80	358
Fort Jackson NAF	57% / 23% / 20%	13	45	23	14	6	3.45	0.71	30
62. There is a good working relationship between civilian and military personnel.									
Total Army	74% / 16% / 10%	17	57	16	7	3	3.79	0.90	30,519
Fort Jackson, SC	71% / 15% / 14%	13	58	15	8	6	3.64	1.01	349
Fort Jackson NAF	79% / 18%	11	68	18	0	4	3.82	0.77	28
63. There is a good working relationship between civilian/military personnel and contractors.									
Total Army	72% / 20% / 8%	14	58	20	6	2	3.75	0.84	29,604
Fort Jackson, SC	71% / 21% / 8%	12	58	21	6	2	3.73	0.83	295
Fort Jackson NAF	71% / 29%	14	57	29	0	0	3.86	0.65	21
64. Civilians are made to feel that they are an important part of the Army team.									
Total Army	64% / 19% / 16%	14	50	19	12	5	3.57	1.02	32,721
Fort Jackson, SC	56% / 19% / 25%	13	43	19	17	7	3.37	1.13	355
Fort Jackson NAF	64% / 29% / 7%	14	50	29	4	4	3.68	0.90	28

⁎ Composite includes reverse−scored items.

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Mean	Std Dev	Valid N
65. Civilian supervisors are concerned about civilian employee job satisfaction.									
Total Army	52% / 25% / 23%	11	41	25	15	7	3.32	1.09	31,419
Fort Jackson, SC	49% / 27% / 24%	12	37	27	15	9	3.28	1.14	323
Fort Jackson NAF	63% / 22% / 15%	11	52	22	11	4	3.56	0.97	27
66. Military supervisors are concerned about civilian employee job satisfaction.									
Total Army	43% / 34% / 22%	10	33	34	14	8	3.23	1.07	25,642
Fort Jackson, SC	41% / 29% / 30%	13	28	29	19	11	3.12	1.19	301
Fort Jackson NAF	47% / 42% / 11%	5	42	42	5	5	3.37	0.90	19
67. I am satisfied with the amount of involvement I have in decisions that affect my work.									
Total Army	52% / 20% / 28%	11	41	20	19	9	3.26	1.16	33,224
Fort Jackson, SC	49% / 17% / 34%	14	35	17	20	14	3.14	1.29	357
Fort Jackson NAF	63% / 17% / 20%	23	40	17	13	7	3.60	1.19	30
68. My work productivity is reduced by unnecessary rules and regulations.✴									
Total Army	33% / 31% / 36%	6	27	31	25	11	2.93	1.09	32,729
Fort Jackson, SC	44% / 30% / 26%	10	34	30	18	8	3.19	1.10	350
Fort Jackson NAF	43% / 23% / 33%	7	37	23	27	7	3.10	1.09	30

✴ Item is phrased in a negative manner.

Civilian Employees − FY03
Fort Jackson NAF

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Mean	Std Dev	Valid N
69. There is good communication between work groups/work units in my organization.									
Total Army	49% / 23% / 28%	9	40	23	20	8	3.22	1.10	32,864
Fort Jackson, SC	43% / 27% / 30%	9	34	27	17	12	3.09	1.16	349
Fort Jackson NAF	36% / 25% / 39%	14	21	25	29	11	3.00	1.25	28
70. I feel my job is secure.									
Total Army	51% / 21% / 28%	11	40	21	16	12	3.22	1.19	32,968
Fort Jackson, SC	53% / 23% / 24%	11	42	23	15	9	3.31	1.13	351
Fort Jackson NAF	43% / 23% / 33%	7	37	23	23	10	3.07	1.14	30
71. My organization encourages creative solutions and new practices/ways of doing business.									
Total Army	51% / 25% / 24%	10	40	25	15	9	3.29	1.11	32,800
Fort Jackson, SC	47% / 26% / 27%	9	39	26	17	10	3.20	1.13	348
Fort Jackson NAF	56% / 22% / 22%	7	48	22	15	7	3.33	1.07	27
72. The amount of work I am expected to do is reasonable.									
Total Army	68% / 15% / 17%	11	57	15	12	6	3.55	1.02	33,297
Fort Jackson, SC	67% / 15% / 19%	11	56	15	11	8	3.51	1.07	358
Fort Jackson NAF	67% / 17% / 17%	10	57	17	10	7	3.53	1.04	30

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Mean	Std Dev	Valid N
73. I have sufficient resources (e.g., people, equipment and materials, budget) to get my job done.									
Total Army	56% / 16% / 28%	10	46	16	19	10	3.27	1.16	33,097
Fort Jackson, SC	58% / 16% / 26%	12	46	16	17	10	3.34	1.17	353
Fort Jackson NAF	72% / 7% / 21%	14	59	7	14	7	3.59	1.12	29
74. Compared to other organizations, how would you rate your organization as a place to work?									
Total Army	49% / 32% / 19%	19	30	32	13	6	3.42	1.12	32,021
Fort Jackson, SC	46% / 33% / 21%	20	26	33	15	6	3.39	1.13	342
Fort Jackson NAF	43% / 33% / 23%	23	20	33	20	3	3.40	1.16	30

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Mean	Std Dev	Valid N
Performance Culture									
Total Army	62% / 18% / 20%	16	46	18	14	6	3.54	0.80	33,378
Fort Jackson, SC	67% / 16% / 17%	21	47	16	11	6	3.67	0.76	357
Fort Jackson NAF	74% / 10% / 15%	20	55	10	15	0	3.81	0.64	30
75. Corrective actions are taken when employees do not meet performance standards.									
Total Army	28% / 30% / 42%	4	24	30	29	13	2.76	1.07	27,667
Fort Jackson, SC	34% / 28% / 37%	4	30	28	26	11	2.90	1.09	297
Fort Jackson NAF	44% / 26% / 30%	4	41	26	30	0	3.19	0.92	27
76. My performance appraisal is a fair reflection of my performance.									
Total Army	73% / 14% / 13%	20	53	14	8	4	3.76	1.00	31,624
Fort Jackson, SC	76% / 13% / 11%	24	53	13	7	4	3.85	0.98	336
Fort Jackson NAF	83% / 17%	21	62	0	17	0	3.86	0.95	29
77. I know what is expected of me on the job.									
Total Army	81% / 10% / 9%	23	57	10	6	3	3.92	0.91	33,196
Fort Jackson, SC	86% / 8% / 6%	31	55	8	3	3	4.09	0.86	355
Fort Jackson NAF	93% / 7%	33	60	7	0	0	4.27	0.58	30

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Mean	Std Dev	Valid N
Strategic Planning⁕									
Total Army	59% / 21% / 20%	13	46	21	15	5	3.45	0.76	33,303
Fort Jackson, SC	63% / 17% / 20%	17	47	17	15	5	3.55	0.76	355
Fort Jackson NAF	58% / 26% / 16%	15	44	26	12	3	3.53	0.55	30
78. Managers communicate the organization's strategic mission, vision, and priorities.									
Total Army	57% / 22% / 21%	11	46	22	15	6	3.41	1.07	32,815
Fort Jackson, SC	63% / 17% / 20%	15	48	17	15	5	3.53	1.08	349
Fort Jackson NAF	57% / 33% / 10%	10	47	33	10	0	3.57	0.82	30
79. Productivity in my work group/work unit is hurt by a lack of planning.✴									
Total Army	39% / 28% / 33%	7	31	28	25	8	3.05	1.08	32,480
Fort Jackson, SC	41% / 28% / 31%	9	32	28	23	8	3.11	1.10	345
Fort Jackson NAF	30% / 37% / 33%	3	27	37	23	10	2.90	1.03	30
80. I know how my work relates to my organization's mission and goals.									
Total Army	79% / 13% / 7%	19	60	13	5	2	3.89	0.84	32,992
Fort Jackson, SC	86% / 6% / 9%	26	60	6	6	3	4.00	0.89	352
Fort Jackson NAF	90% / 7%	31	59	7	3	0	4.17	0.71	29

⁕ Composite includes reverse−scored items.
✴ Item is phrased in a negative manner.

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Mean	Std Dev	Valid N
Customer Satisfaction									
Total Army	78% / 16% / 6%	26	52	16	5	1	3.95	0.67	32,983
Fort Jackson, SC	80% / 15% / 5%	33	47	15	3	1	4.08	0.65	348
Fort Jackson NAF	84% / 10% / 6%	36	48	10	5	1	4.13	0.61	30
81. I clearly understand who my customer(s) is/are.									
Total Army	92% / 5%	38	54	5	2	1	4.26	0.72	32,912
Fort Jackson, SC	97%	54	43	2	1	1	4.49	0.63	348
Fort Jackson NAF	100%	63	37	0	0	0	4.63	0.49	30
82. Products and services in my work group/work unit are improved based on customer input.									
Total Army	64% / 25% / 11%	17	47	25	9	2	3.68	0.93	31,179
Fort Jackson, SC	65% / 25% / 9%	22	44	25	6	3	3.75	0.96	333
Fort Jackson NAF	75% / 14% / 11%	29	46	14	11	0	3.93	0.94	28
83. Customers are satisfied with the products and services my work group/work unit provides.									
Total Army	77% / 18% / 5%	21	56	18	4	1	3.91	0.81	31,252
Fort Jackson, SC	77% / 19%	23	54	19	3	1	3.96	0.79	328
Fort Jackson NAF	77% / 17% / 7%	17	60	17	3	3	3.83	0.87	30

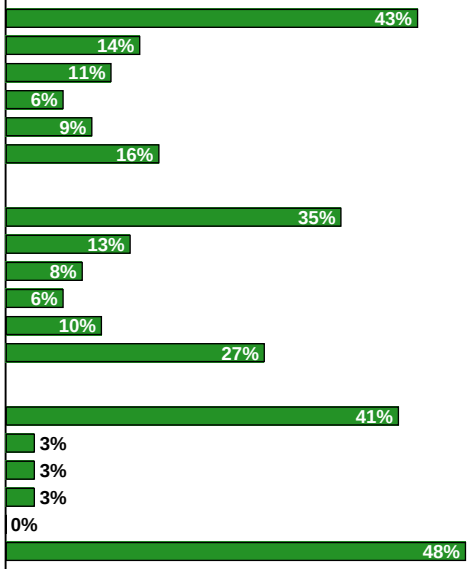
Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Diversity										
Total Army	68% / 20% / 12%	20	48	20	8	4	↑1	3.72	0.92	32,765
Fort Jackson, SC	68% / 19% / 13%	23	45	19	8	6	↑1	3.73	0.97	348
Fort Jackson NAF	73% / 15% / 12%	25	48	15	5	7	↓2	3.80	1.02	30
84. Managers/supervisors/team leaders work well with employees of different backgrounds.										
Total Army	67% / 20% / 12%	16	51	20	8	4	0	3.68	0.98	32,024
Fort Jackson, SC	68% / 20% / 12%	20	48	20	6	6	↓1	3.70	1.05	341
Fort Jackson NAF	70% / 17% / 13%	17	53	17	7	7	↓5	3.67	1.06	30
85. Discrimination (on the basis of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation) is not tolerated here.										
Total Army	68% / 20% / 12%	23	45	20	8	4	↑2	3.76	1.02	31,781
Fort Jackson, SC	67% / 18% / 14%	26	41	18	9	5	↑2	3.74	1.10	344
Fort Jackson NAF	77% / 13% / 10%	33	43	13	3	7	↑3	3.93	1.11	30

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Harassment			
86. During the last 12 months, have you been harassed (e.g., on the basis of your gender, race, national origin, religion, age, cultural background, disability, sexual orientation) while working for the Army?			
Total Army			
Yes	8%	0	2,536
No	92%	0	30,649
Fort Jackson, SC			
Yes	7%	↓2	25
No	93%	↑2	331
Fort Jackson NAF			
Yes	10%	↑4	3
No	90%	↓4	27
87. If you were harassed, did you report the incident?			
Total Army			
Yes	7%	↑3	185
No	93%	↓3	2,610
Fort Jackson, SC			
Yes	10%	↑7	4
No	90%	↓7	37
Fort Jackson NAF			
Yes	Insufficient Data	––	0
No	Insufficient Data	––	3
88. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)			
Total Army			
Yes	3%	↓1	35
No	66%	↑1	756
Don't Know	31%	↓10	360

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
88. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)			
Fort Jackson, SC			
Yes	0%	↓9	0
No	62%	↑9	8
Don't Know	38%	↓12	5
Fort Jackson NAF			
Yes	Insufficient Data	––	0
No	Insufficient Data	––	0
Don't Know	Insufficient Data	––	0

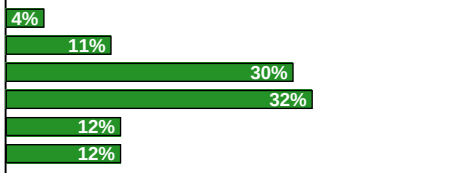
Army Knowledge Online (AKO)

89. How frequently do you access Army Knowledge Online (AKO)?



Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Total Army			
Once a month or less often	43%	−−	14,289
2−3 times a month	14%	−−	4,728
1−2 times a week	11%	−−	3,738
3−4 times a week	6%	−−	2,044
Almost every day	9%	−−	3,122
Does not apply − I do not access AKO	16%	−−	5,346
Fort Jackson, SC			
Once a month or less often	35%	−−	123
2−3 times a month	13%	−−	48
1−2 times a week	8%	−−	29
3−4 times a week	6%	−−	22
Almost every day	10%	−−	37
Does not apply − I do not access AKO	27%	−−	97
Fort Jackson NAF			
Once a month or less often	41%	−−	12
2−3 times a month	3%	−−	1
1−2 times a week	3%	−−	1
3−4 times a week	3%	−−	1
Almost every day	0%	−−	0
Does not apply − I do not access AKO	48%	−−	14

90. How easy or difficult is it for you to navigate the AKO web site?



Total Army			
Very difficult	4%	−−	1,027
Difficult	11%	−−	3,217
Neither easy nor difficult	30%	−−	8,280
Easy	32%	−−	8,847
Very easy	12%	−−	3,317
Not sure − I do not use AKO very often	12%	−−	3,309

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
90. How easy or difficult is it for you to navigate the AKO web site?			
Fort Jackson, SC			
Very difficult	3%	−−	9
Difficult	8%	−−	21
Neither easy nor difficult	27%	−−	69
Easy	34%	−−	87
Very easy	16%	−−	42
Not sure − I do not use AKO very often	12%	−−	31
Fort Jackson NAF			
Very difficult	14%	−−	2
Difficult	14%	−−	2
Neither easy nor difficult	29%	−−	4
Easy	14%	−−	2
Very easy	7%	−−	1
Not sure − I do not use AKO very often	21%	−−	3
91. Have you arranged to have your AKO emails forwarded?			
Total Army			
No	5%	−−	981
No, I did not know I could do that	26%	−−	5,444
Yes, to my home or personal email address	4%	−−	744
Yes, to my work site email address	65%	−−	13,519
Fort Jackson, SC			
No	9%	−−	16
No, I did not know I could do that	42%	−−	73
Yes, to my home or personal email address	6%	−−	11
Yes, to my work site email address	42%	−−	72
Fort Jackson NAF			
No	25%	−−	3
No, I did not know I could do that	58%	−−	7
Yes, to my home or personal email address	17%	−−	2
Yes, to my work site email address	0%	−−	0

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Army Civilian Personnel OnLine (CPOL) Applications										
92. I find the information in PERMISS (Personnel Management and Information Support System) section of CPOL useful.										
Total Army	53% / 37% / 10%	11	43	37	7	3	↓1	3.51	0.88	19,569
Fort Jackson, SC	64% / 31%	13	51	31	4	1	↑4	3.70	0.79	233
Fort Jackson NAF	46% / 46% / 8%	15	31	46	8	0	↓4	3.54	0.88	13
93. The Vacancy Announcement section of CPOL is useful.										
Total Army	68% / 21% / 11%	14	54	21	7	4	↓8	3.67	0.93	25,536
Fort Jackson, SC	77% / 16% / 7%	19	59	16	5	2	↓2	3.86	0.86	290
Fort Jackson NAF	63% / 26% / 11%	26	37	26	5	5	↓8	3.74	1.10	19
94. The Resume Builder tool is easy to use.										
Total Army	54% / 24% / 23%	11	43	24	15	8	↓10	3.34	1.10	24,214
Fort Jackson, SC	64% / 23% / 13%	18	46	23	9	4	↓5	3.67	0.99	256
Fort Jackson NAF	60% / 27% / 13%	20	40	27	7	7	↑10	3.60	1.12	15
95. It is easy to apply for jobs being filled through RESUMIX.										
Total Army	54% / 23% / 23%	13	40	23	14	9	↓10	3.35	1.15	24,366
Fort Jackson, SC	62% / 26% / 12%	21	41	26	8	4	↑5	3.67	1.03	246
Fort Jackson NAF	53% / 33% / 13%	27	27	33	7	7	↓4	3.60	1.18	15

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Family Friendly Flexibilities (Importance)										
96a. How important is telework/telecommuting to you?										
Total Army	35% / 34% / 31%	31	16	19	23	11	--	3.31	1.40	32,900
Fort Jackson, SC	36% / 32% / 32%	32	14	22	22	10	--	3.35	1.39	345
Fort Jackson NAF	38% / 31% / 31%	31	10	28	24	7	--	3.34	1.34	29
97a. How important are alternative work schedules to you?										
Total Army	61% / 26% / 13%	13	38	23	19	8	--	3.31	1.14	33,140
Fort Jackson, SC	49% / 29% / 21%	21	29	21	20	9	--	3.33	1.27	355
Fort Jackson NAF	50% / 23% / 27%	27	30	20	17	7	--	3.53	1.25	30
98a. How important are child care subsidies to you?										
Total Army	20% / 15% / 65%	65	12	8	11	5	--	4.22	1.23	32,950
Fort Jackson, SC	22% / 17% / 61%	61	13	9	10	6	--	4.12	1.29	353
Fort Jackson NAF	47% / 10% / 43%	43	37	10	7	3	--	4.10	1.06	30
99a. How important are employee assistance programs to you?										
Total Army	35% / 41% / 24%	24	18	17	27	14	--	3.10	1.39	32,738
Fort Jackson, SC	47% / 32% / 21%	21	28	19	24	9	--	3.28	1.28	351
Fort Jackson NAF	54% / 21% / 25%	25	43	11	14	7	--	3.64	1.22	28

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
100a. How important are health and wellness programs to you?										
Total Army	62% / 30% / 8%	8	38	24	20	10	−−	3.14	1.14	32,778
Fort Jackson, SC	68% / 22% / 10%	10	48	20	15	7	−−	3.39	1.07	351
Fort Jackson NAF	59% / 28% / 14%	14	48	10	17	10	−−	3.38	1.24	29
101a. How important are support groups to you?										
Total Army	28% / 40% / 32%	32	15	13	24	16	−−	3.24	1.50	32,848
Fort Jackson, SC	38% / 37% / 25%	25	21	17	24	13	−−	3.21	1.40	354
Fort Jackson NAF	45% / 24% / 31%	31	31	14	10	14	−−	3.55	1.40	29
102a. How important are elder care programs to you?										
Total Army	26% / 34% / 41%	41	13	12	20	13	−−	3.47	1.51	32,697
Fort Jackson, SC	34% / 31% / 35%	35	18	16	18	13	−−	3.45	1.44	351
Fort Jackson NAF	33% / 41% / 26%	26	19	15	19	22	−−	3.07	1.54	27

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Family Friendly Flexibilities (Availability)			
96b. Is telework/telecommuting available to you?			
Total Army			
Yes	17%	−−	5,500
No	47%	−−	15,558
Don't Know	36%	−−	12,059
Fort Jackson, SC			
Yes	16%	−−	56
No	37%	−−	130
Don't Know	47%	−−	165
Fort Jackson NAF			
Yes	20%	−−	6
No	23%	−−	7
Don't Know	57%	−−	17
97b. Are alternative work schedules available to you?			
Total Army			
Yes	58%	↓3	19,231
No	29%	0	9,759
Don't Know	13%	↑3	4,211
Fort Jackson, SC			
Yes	42%	↑6	149
No	44%	↑5	157
Don't Know	14%	↓12	50
Fort Jackson NAF			
Yes	50%	↑32	15
No	33%	↑3	10
Don't Know	17%	↓35	5

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
98b. Are child care subsidies available to you?			
Total Army			
Yes	8%	--	2,451
No	32%	--	10,237
Don't Know	61%	--	19,582
Fort Jackson, SC			
Yes	10%	--	34
No	30%	--	103
Don't Know	60%	--	208
Fort Jackson NAF			
Yes	7%	--	2
No	41%	--	11
Don't Know	52%	--	14
99b. Are employee assistance programs available to you?			
Total Army			
Yes	39%	--	12,769
No	8%	--	2,509
Don't Know	53%	--	17,493
Fort Jackson, SC			
Yes	31%	--	109
No	11%	--	38
Don't Know	58%	--	207
Fort Jackson NAF			
Yes	20%	--	6
No	20%	--	6
Don't Know	60%	--	18
100b. Are health and wellness programs available to you?			
Total Army			
Yes	57%	--	19,001
No	13%	--	4,433
Don't Know	29%	--	9,641

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
100b. Are health and wellness programs available to you?			
Fort Jackson, SC			
Yes	59%	−−	211
No	15%	−−	53
Don't Know	26%	−−	91
Fort Jackson NAF			
Yes	38%	−−	11
No	21%	−−	6
Don't Know	41%	−−	12
101b. Are support groups available to you?			
Total Army			
Yes	25%	−−	8,052
No	12%	−−	3,725
Don't Know	64%	−−	20,489
Fort Jackson, SC			
Yes	35%	−−	120
No	10%	−−	34
Don't Know	55%	−−	190
Fort Jackson NAF			
Yes	13%	−−	4
No	20%	−−	6
Don't Know	67%	−−	20
102b. Are elder care programs available to you?			
Total Army			
Yes	9%	−−	2,855
No	16%	−−	5,126
Don't Know	76%	−−	24,970
Fort Jackson, SC			
Yes	10%	−−	37
No	16%	−−	57
Don't Know	73%	−−	260

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
102b. Are elder care programs available to you?			
Fort Jackson NAF			
Yes	3%	−−	1
No	10%	−−	3
Don't Know	86%	−−	25

Item Detail	% Favorable / % Neutral / % Unfavorable	Category Percents 5	4	3	2	1	Pct Fav Diff from 2001	Mean	Std Dev	Valid N
Career/Retirement Plans										
103. I am willing to relocate geographically for a promotion.										
Total Army	43% / 19% / 38%	19	24	19	20	18	−−	3.05	1.38	32,112
Fort Jackson, SC	46% / 19% / 35%	23	23	19	20	15	−−	3.19	1.39	338
Fort Jackson NAF	45% / 17% / 38%	21	24	17	24	14	−−	3.14	1.38	29

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
104. Select the response that best matches your career plans:			
Total Army			
I intend to look for other employment outside of the Army.	13%	−−	4,274
I intend to look for other employment within the Army.	25%	−−	8,199
I intend to stay in my current organization.	62%	−−	20,518
Fort Jackson, SC			
I intend to look for other employment outside of the Army.	10%	−−	35
I intend to look for other employment within the Army.	34%	−−	117
I intend to stay in my current organization.	56%	−−	196
Fort Jackson NAF			
I intend to look for other employment outside of the Army.	7%	−−	2
I intend to look for other employment within the Army.	28%	−−	8
I intend to stay in my current organization.	66%	−−	19
105. How long do you expect to continue working for your organization?			
Total Army			
More than 5 years	44%	−−	14,629
4−5 years	16%	−−	5,240
1−3 years	30%	−−	9,964
Less than 1 year	10%	−−	3,386
Fort Jackson, SC			
More than 5 years	41%	−−	147
4−5 years	15%	−−	53
1−3 years	34%	−−	121
Less than 1 year	10%	−−	35
Fort Jackson NAF			
More than 5 years	40%	−−	12
4−5 years	3%	−−	1
1−3 years	40%	−−	12
Less than 1 year	17%	−−	5

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
106. Select the response that best matches your retirement plans:			
Total Army			
I plan to leave before retirement.	5%	−−	1,522
I am undecided about staying beyond my retirement eligibility date.	33%	−−	11,072
I plan to stay beyond my retirement eligibility date.	23%	−−	7,516
I would take an early out, if offered.	17%	−−	5,528
I plan to retire as soon as eligible.	23%	−−	7,588
Fort Jackson, SC			
I plan to leave before retirement.	6%	−−	21
I am undecided about staying beyond my retirement eligibility date.	37%	−−	130
I plan to stay beyond my retirement eligibility date.	24%	−−	85
I would take an early out, if offered.	14%	−−	48
I plan to retire as soon as eligible.	20%	−−	71
Fort Jackson NAF			
I plan to leave before retirement.	28%	−−	8
I am undecided about staying beyond my retirement eligibility date.	38%	−−	11
I plan to stay beyond my retirement eligibility date.	14%	−−	4
I would take an early out, if offered.	0%	−−	0
I plan to retire as soon as eligible.	21%	−−	6
107. I plan to retire in:			
Total Army			
More than 5 years	73%	−−	23,018
4−5 years	13%	−−	4,168
1−3 years	12%	−−	3,687
Less than 1 year	2%	−−	708
Fort Jackson, SC			
More than 5 years	74%	−−	245
4−5 years	13%	−−	42
1−3 years	11%	−−	35
Less than 1 year	2%	−−	8
Fort Jackson NAF			
More than 5 years	86%	−−	18
4−5 years	5%	−−	1
1−3 years	10%	−−	2
Less than 1 year	0%	−−	0

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Feedback on Survey Results			
108. I have seen my command or installation results from the last Army Civilian Attitude Survey (2001).			
Total Army			
Yes	15%	--	5,053
No	64%	--	21,273
Don't Know	21%	--	7,013
Fort Jackson, SC			
Yes	14%	--	50
No	68%	--	242
Don't Know	18%	--	63
Fort Jackson NAF			
Yes	4%	--	1
No	82%	--	23
Don't Know	14%	--	4
109. My organization has taken action based on results from the last Army Civilian Attitude Survey (2001).			
Total Army			
Yes	5%	--	1,540
No	14%	--	4,697
Don't Know	81%	--	27,042
Fort Jackson, SC			
Yes	5%	--	19
No	15%	--	53
Don't Know	80%	--	285
Fort Jackson NAF			
Yes	0%	--	0
No	13%	--	4
Don't Know	87%	--	26